

FIG. 1

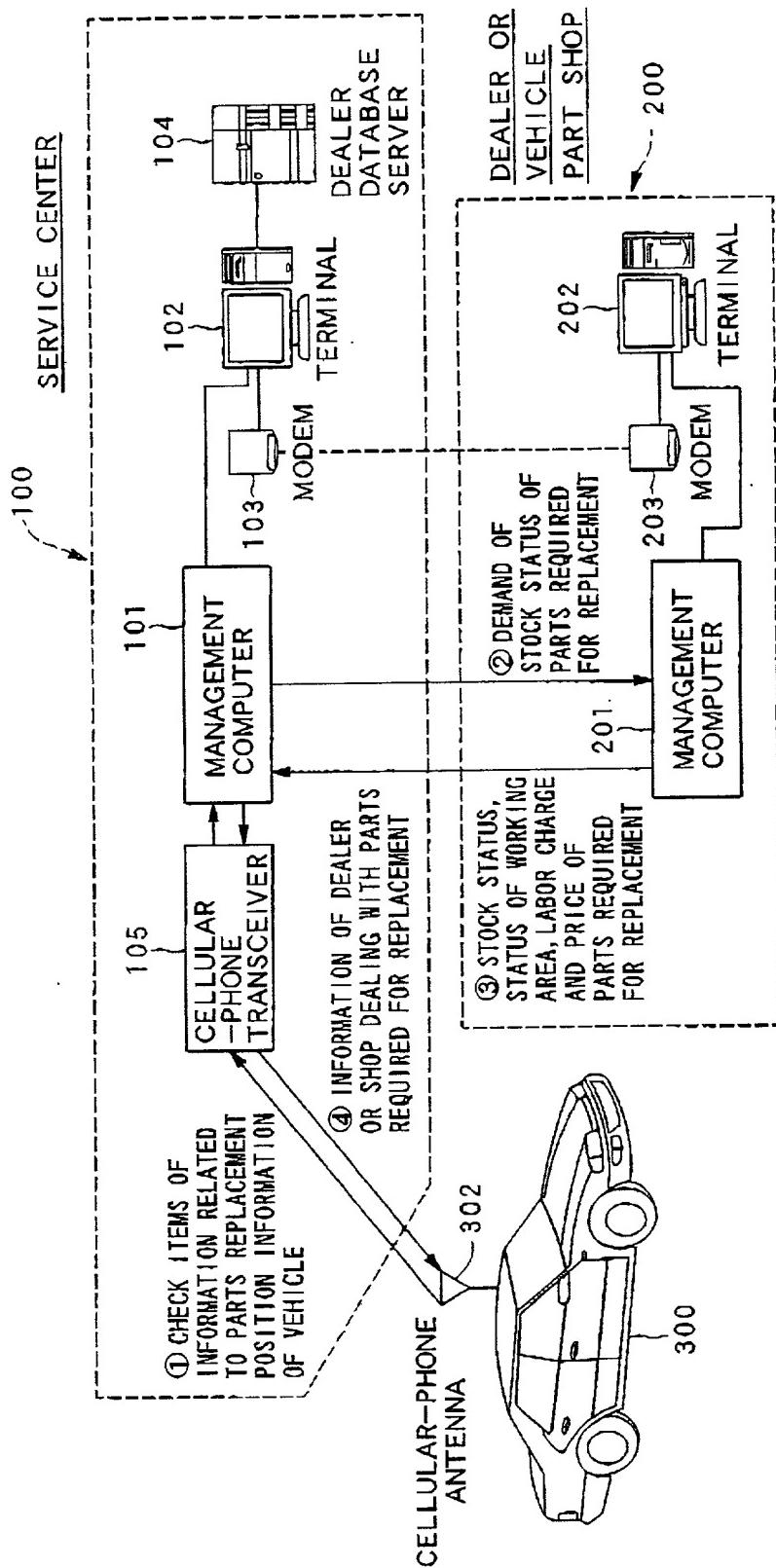


FIG. 2

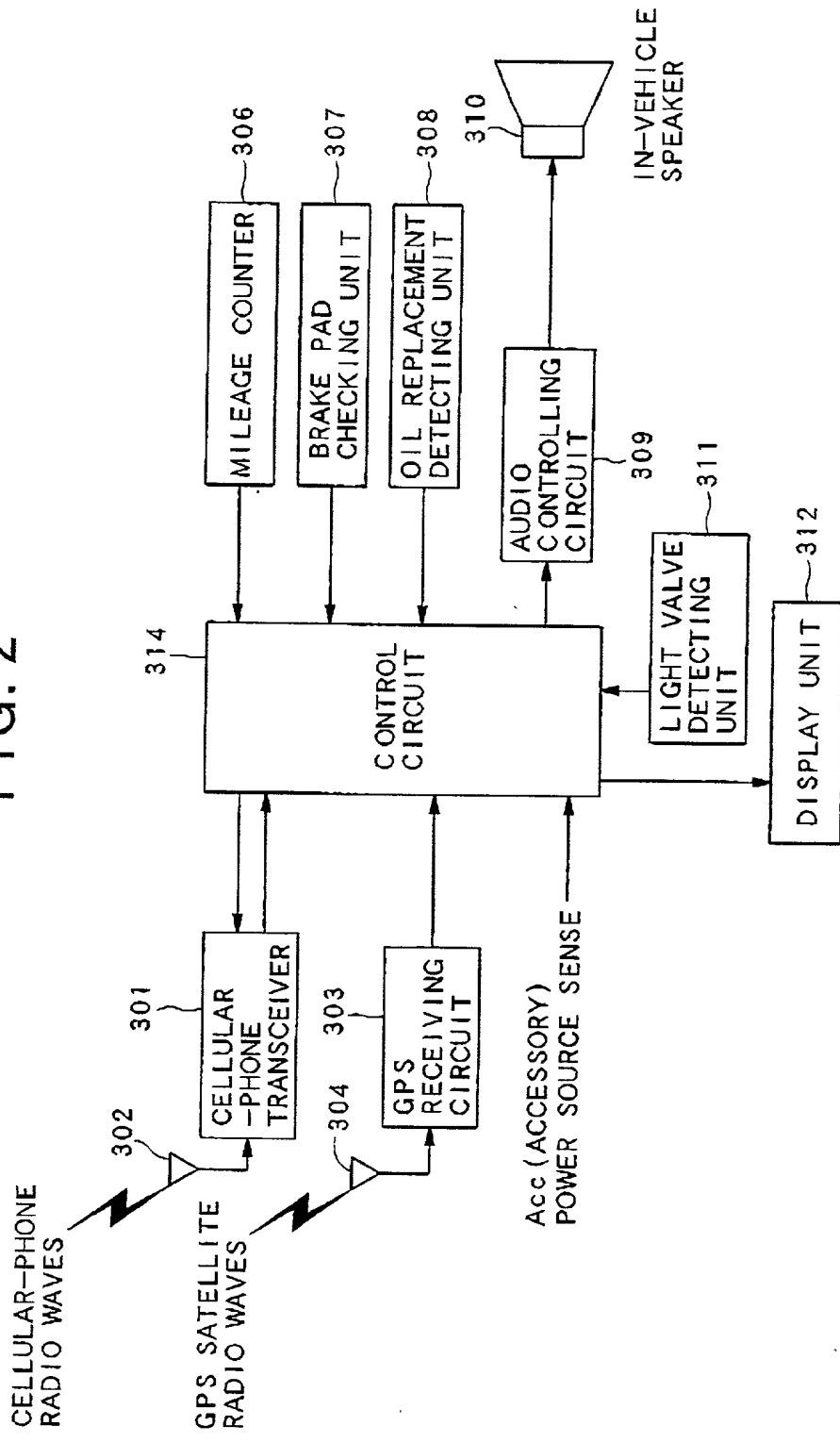


FIG. 3

FLows AND CONTENTS OF ITEMS OF INFORMATION
IN THE CASE OF REPLACING PARTS OF VEHICLE

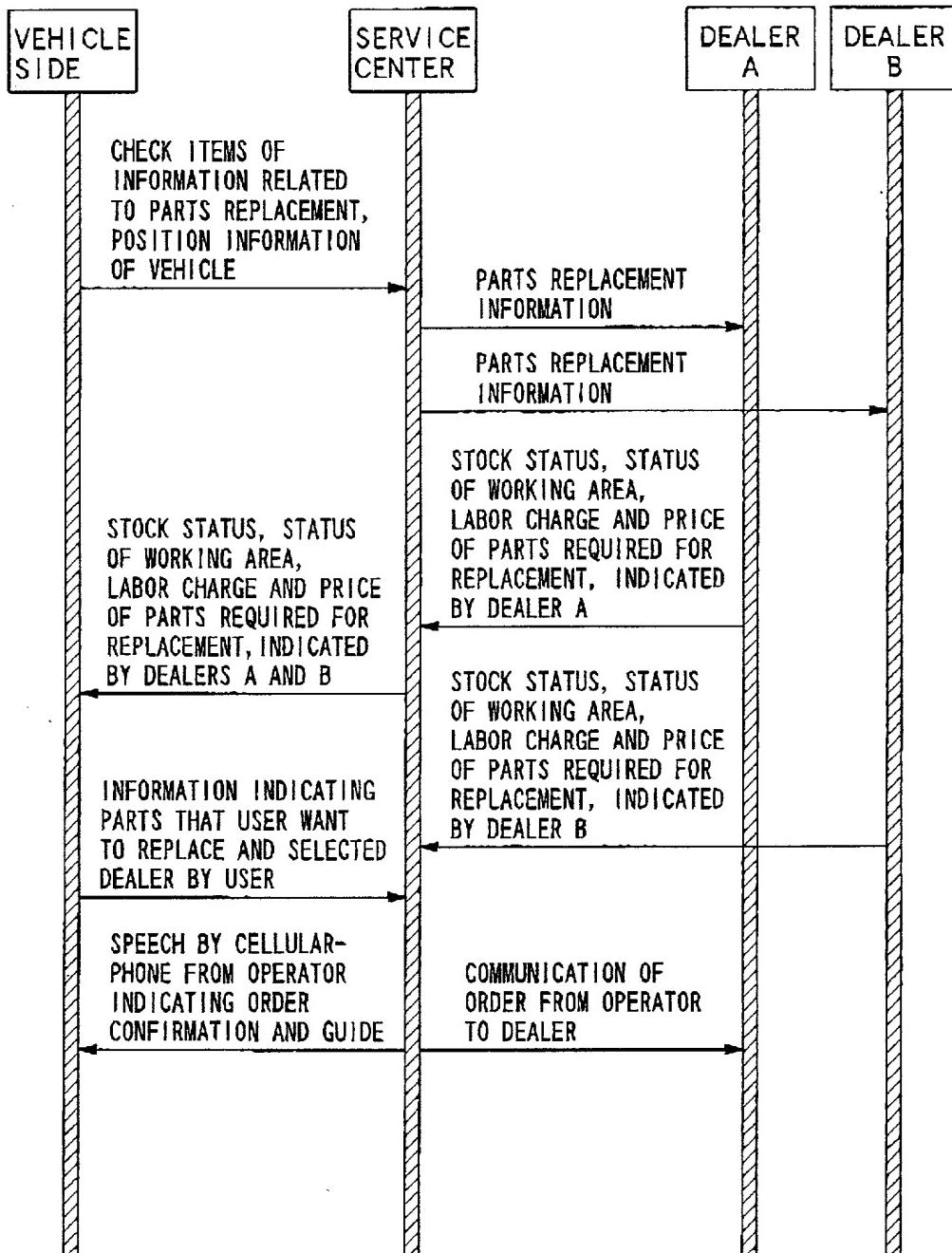


FIG. 4

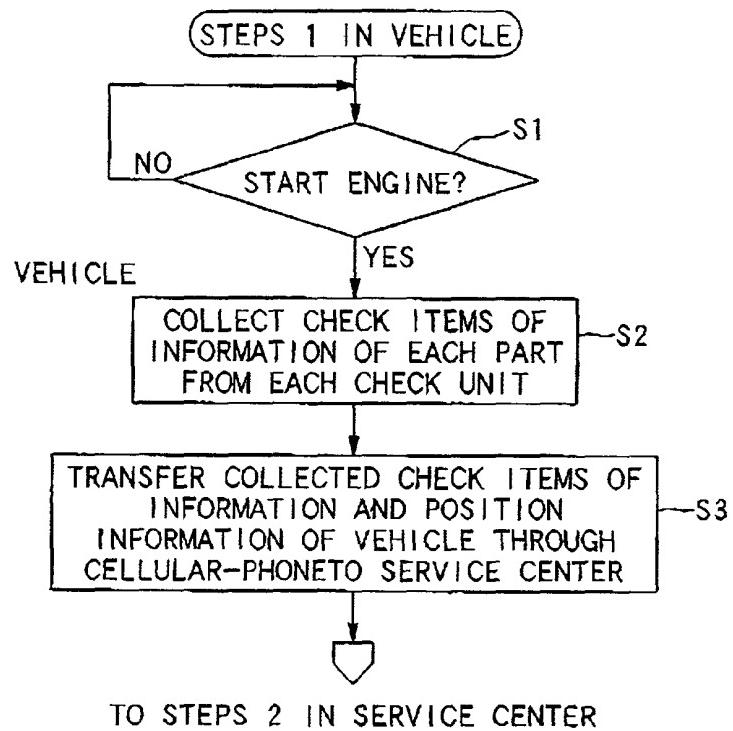


FIG. 5

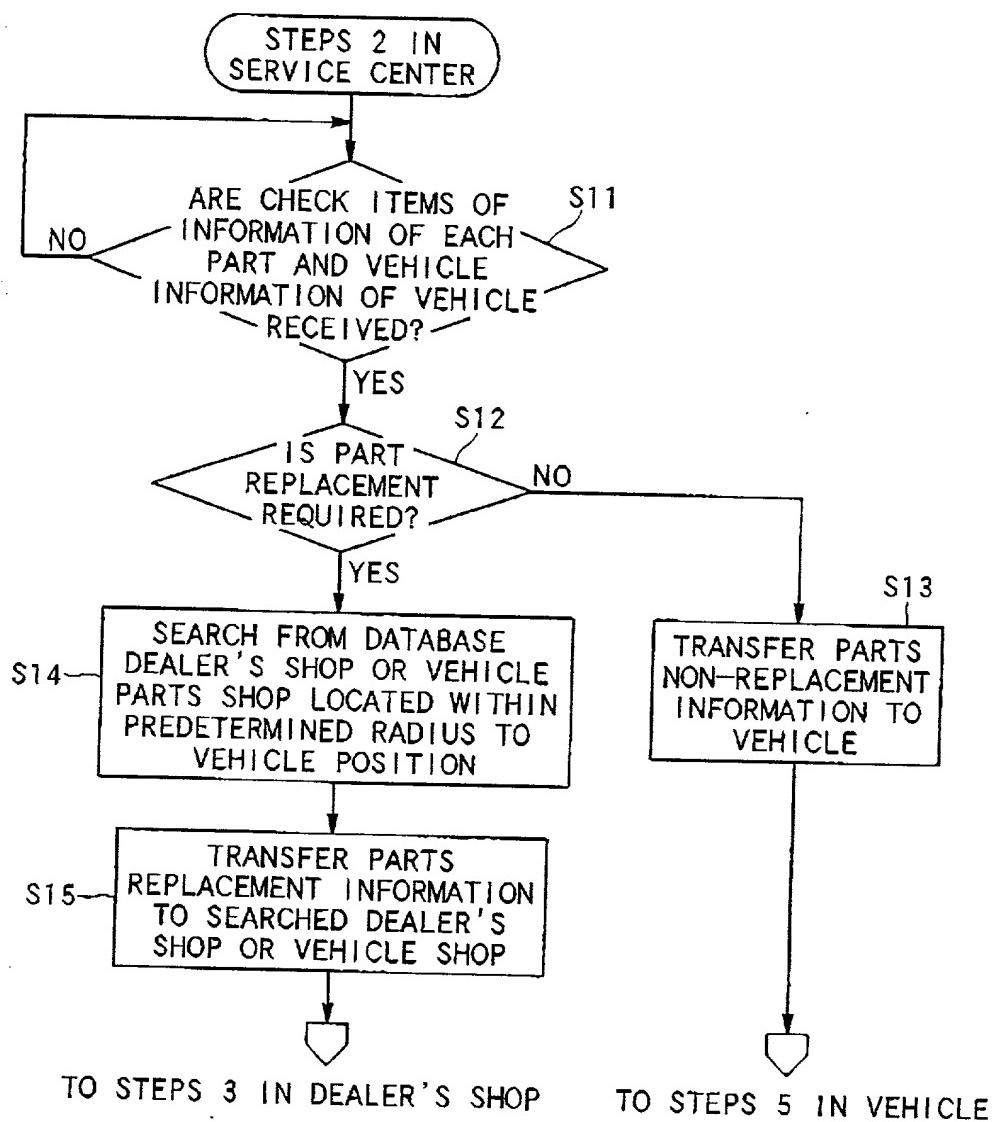


FIG. 6

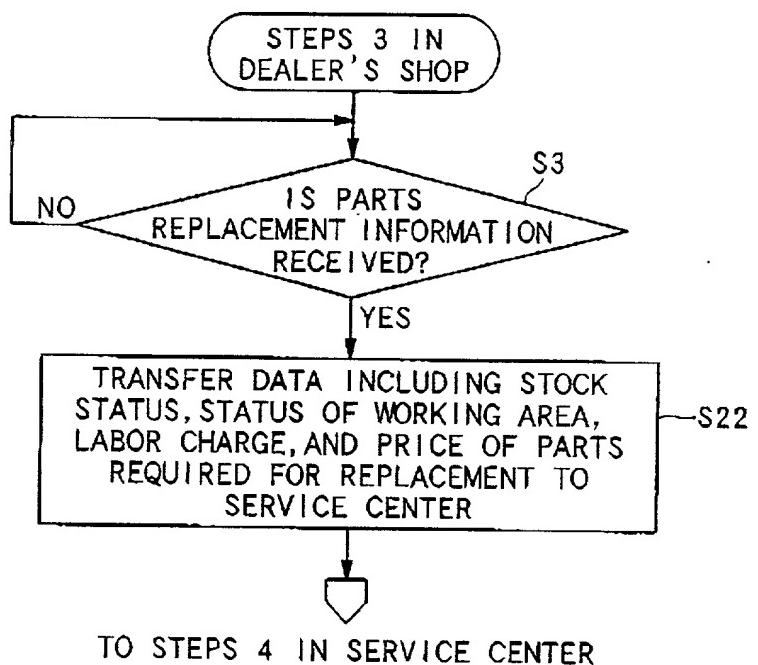


FIG. 7

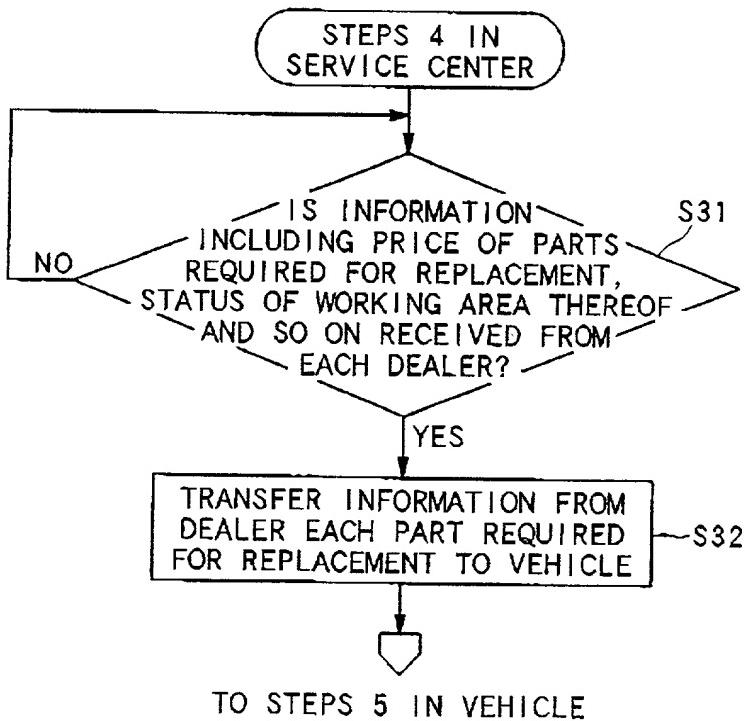


FIG. 8

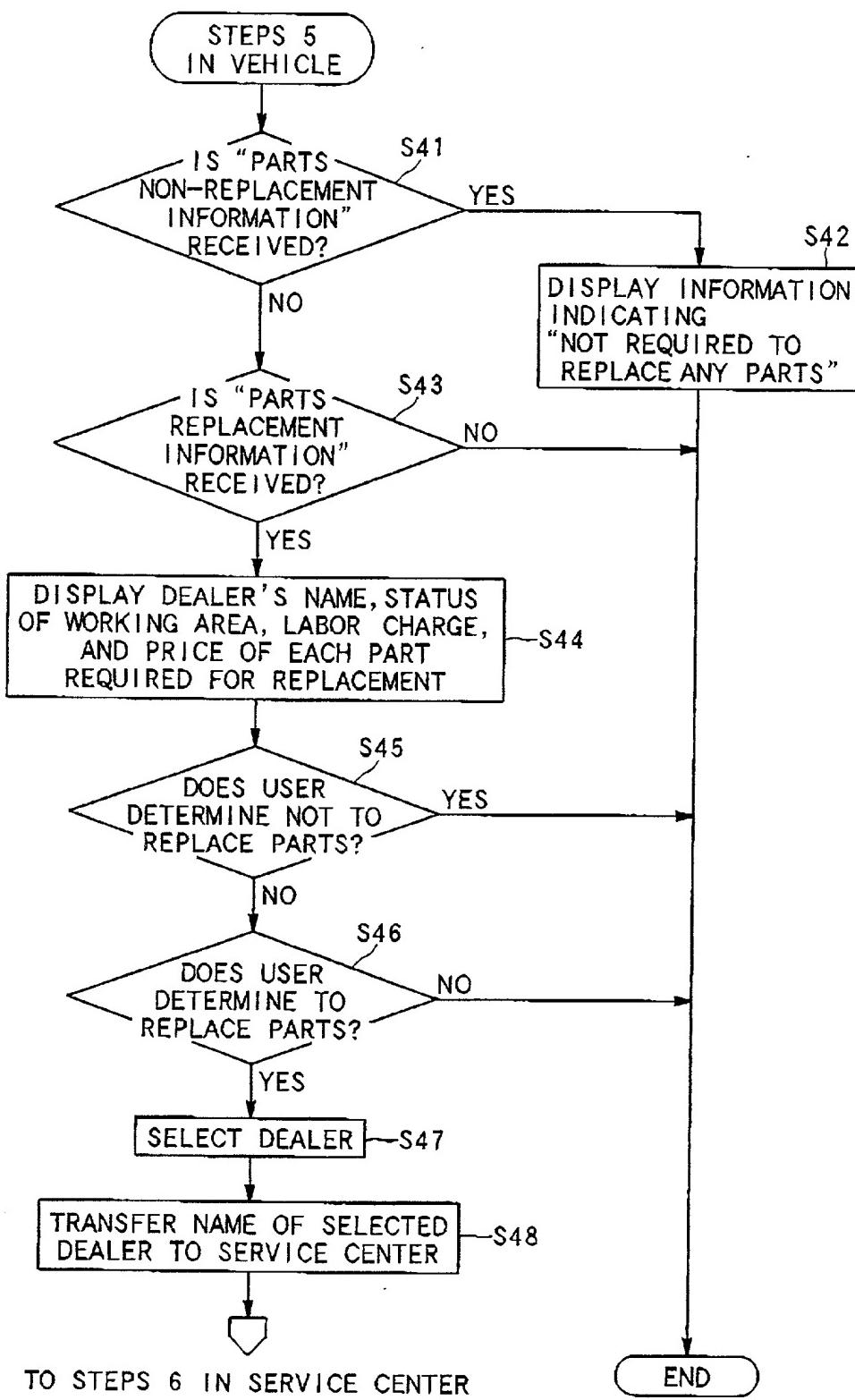


FIG. 9

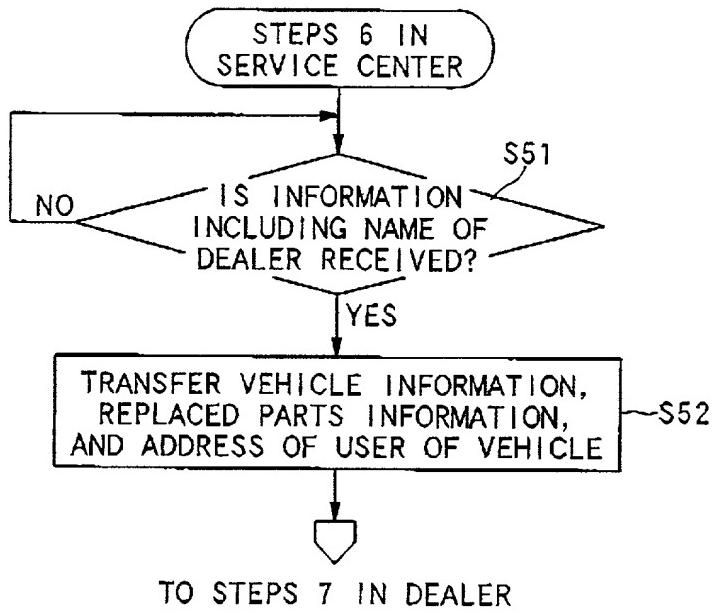


FIG.10

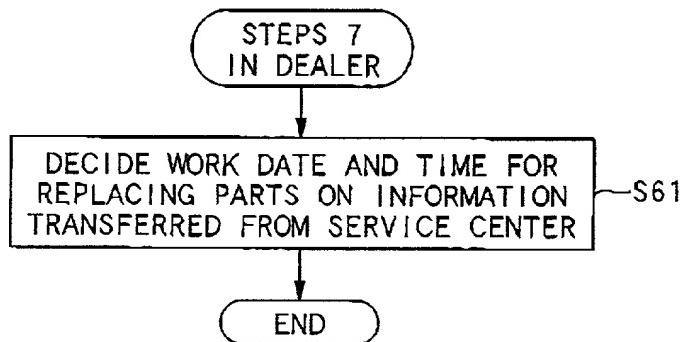


FIG. 11

EXAMPLE OF DISPLAYED INFORMATION PROCESSED BY COMPUTER OF
SERVICE CENTER AND TRANSFERRED FROM VEHICLE TO SERVICE CENTER

VEHICLE NAME: MI . . .	CHECK DATE AND TIME: 2000/12/01
VEHICLE POSITION: SA TAMAKEN SAKATOSHI . . .	
USER: TAROU YAMANAKA	CONTACT ADDRESS: 090-3 . . .
NAME OF CHECKING UNIT	RECORD
MILEAGE	41, 000km
OIL REPLACEMENT DATE	2000/06/03
OIL FILTER REPLACEMENT DATE	2000/01/10
BRAKE PAD	REMAINING 85%
TIRE REPLACEMENT DATE	1998/10/02
LIGHT VALVE	2000/10/03

FIG. 12

EXAMPLE OF DISPLAYED INFORMATION
TRANSFERRED FROM SERVICE CENTER TO DEALER

MANUFACTURER: M I . . .	VEHICLE NAME: M I . . .	
NAME OF PARTS REQUIRED FOR REPLACEMENT	MODEL NUMBER	MANUFACTURER
TIRE(225/SR15)	TNW-225/SR15	YOK . . .
OIL	DW3	A . . .
OIL FILTER	M16-C	M I . . .

FIG. 13

EXAMPLE OF DISPLAYED INFORMATION TRANSFERRED FROM DEALER TO SERVICE CENTER
DEALER'S NAME: DEALER A

NAME OF PARTS REQUIRED FOR REPLACEMENT	MODEL NUMBER	MANUFACTURER	STOCK STATUS	STATUS OF WORKING AREA	PRICE	LABOR CHARGE	TOTAL AMOUNT
TIRE(225/SR15)	TNW-225/SR15	YOK . . .	NO STOCK	—	—	—	—
OIL	DW3	A . . .	STOCK	POSSIBLE AT ONCE	¥2,000	¥500	¥2,500
OIL FILTER	M16-C	M I . . .	STOCK	POSSIBLE AT ONCE	¥3,500	¥500	¥4,000

FIG. 14

404 EXAMPLE OF DISPLAYED INFORMATION TRANSFERRED FROM SERVICE CENTER TO VEHICLE
 NAME OF PARTS REQUIRED FOR REPLACEMENT: TIRE (225/SR15) NAME OF PRESENTLY USED PARTS: TNW-225/SR15

DEALER'S NAME	MODEL NUMBER	MANUFACTURER	STOCK STATUS	STATUS OF WORKING AREA	PRICE	LABOR CHARGE	TOTAL AMOUNT
DEALER'S NAME A	—	—	NO STOCK	—	—	—	—
DEALER'S NAME B	TNW-225/SR15	YOK...	STOCK	WAIT FOR 2 HOURS	¥12,000	¥500	¥12,500
DEALER'S NAME C	TNW-225/SR15	BRI...	STOCK	POSSIBLE AT ONCE	¥10,000	¥500	¥10,500
DEALER'S DETAIL INFORMATION			NOT REPLACE	NEXT PART INFORMATION			

405

401 402

FIG. 15

409 EXAMPLE OF DEALER'S DETAIL INFORMATION
 DEALER'S NAME: DEALER C ADDRESS: SAITAMAKEN SAKATOSHI . . . TEL: 049 . . .

NAME OF PARTS REQUIRED FOR REPLACEMENT	MODEL NUMBER	MANUFACTURER	USED PART	STATUS OF WORKING AREA	PRICE	LABOR CHARGE	TOTAL AMOUNT
TIRE	DNW-225/SR15	BRI . . .	DIFFERENT	POSSIBLE AT ONCE	¥10,000	¥500	¥10,500
OIL	DW3	A . . .	SAME	WAIT FOR 20 MIN	¥2,000	¥500	¥2,500
OIL FILTER	M16-C	M . . .	SAME	WAIT FOR 20 MIN	¥3,500	¥500	¥4,000

RETURN

ORDER

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